

**CLASS TITLE: CHIEF CONSUMER AGENT
(DIVISION OF PUBLIC UTILITIES AND CARRIERS)**

**Class Code: 02434700
Pay Grade: 24A
EO: B**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To plan, coordinate and participate in the consumer affairs function within the Division of Public Utilities and Carriers (DPUC); and to do related work as required.

SUPERVISION RECEIVED: General procedures are outlined and policies formulated by a superior; specific instructions are rarely received however, challenging problems are subject to consultation with a superior; work is subject to, but does not always receive, supervisory review.

SUPERVISION EXERCISED: Plans, directs and reviews the work of subordinates engaged in consumer protection, investigatory and related duties.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To coordinate, supervise and review the work of DPUC consumer agents.

To be responsible for developing and administering agency programs related to consumer problems.

To provide initial and ongoing training for consumer agents.

To conduct informal and evidentiary hearing, and to research and compile statistics for presentations at these hearings.

To represent the DPUC at consumer related meetings and various stakeholder group sessions.

To prepare written annual reports as required and, on occasion, serve as a spokesperson for the DPUC on consumer topics.

To be responsible for the enforcement of orders, rules and regulations of the DPUC and the Public Utilities Commission (PUC) regarding consumer affairs and rates of regulated utilities.

To coordinate all incoming correspondence and take action as required.

To coordinate outgoing correspondence of subordinates to consumers or regulated utilities.

To explain applicable rates and rate structures for all regulated utilities to consumers.

To act as the agency consumer and utilities contact.

To negotiate and prepare consumer payment agreements.

To answer public inquiries under utility regulation, laws and policies.

To investigate and resolve, to the extent possible, complaints against regulated utilities companies.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the rules and regulations for consumer protection developed by the PUC and DPUC along with regulated utility safeguards for consumers; a thorough knowledge of rates and rate structures for all regulated utilities; a working knowledge of the principles and practices of public administration and office management; the ability to develop payment schedules and negotiate them with utilities; the ability to ascertain facts by personal contract, observations and the examination of reports; the ability to interpret and apply rules and regulations along with policies and procedures; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; including or supplemented by courses in business management; and

Experience: Such as may have been gained through: employment in a responsibility for the supervision of a staff engaged in customer/consumer service; or employment in customer/consumer service in a public utilities environment.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: March 28, 1999

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